

# Dhawal Shah

User Experience Architect  
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I'm a User Experience Architect with a passion for crafting functional, intuitive and compelling product experiences for complex, multi-faceted, data intensive, transactional Web & Mobile products. I enjoy the challenge of delivering flexible, affordable, accessible and usable products working in agile development environments while balancing the needs of stakeholders and users.

In my career spanning 20+ years, I have had the opportunity to work on a variety of products & services in the banking, finance, insurance, healthcare, gaming and the risk & compliance space. My experiences have helped me develop a pragmatic approach to product strategy, requirements gathering, interaction design, user experience design, information architecture, research and usability.

## Skills

Ideation, Conceptualization & Elicitation

Stakeholder & Product Design Workshops, Personas, Empathy Maps, User Journeys & Contextual Inquiry.

Design & Documentation

Sitemaps, Task Flows, Wireframes, User Interface & Interaction Design Specifications, Visual Design Guidelines, Interaction Patterns & Standards.

Prototyping & Usability Testing

Paper Prototypes, Low & High Fidelity Prototypes, Moderated In-Person & Remote Usability Testing & Analysis.

Tools, Techniques & Processes:

Axure, InVision, Sketch, Visio, Morae, Balsamiq, Omnigraffle, Adobe XD, Photoshop, Illustrator, Dreamweaver, Craft, Project, Word, Excel & PowerPoint. Working knowledge of HTML, CSS & JavaScript and common frontend technologies and frameworks to guide and converse with development. Lean Product Design & Lean UX processes, Iterative & Agile development environments.

## Clients & Engagements

Wolters Kluwer, JPMorgan Chase, Marsh Inc., Standard & Poor's, New Jersey Department of Personnel, Automatic Data Processing (ADP), University of Pennsylvania (UPenn), GTech UK Limited, John Boone, Canon, Orion Systems Integrators Inc., Baan International B.V., Melstar India to name a few.

## Work

Customer Experience Manager – Global Risk & Compliance Products (July 2013 – Present)

Wolters Kluwer – New York, NY

Responsible for the design & development of an application platform and the ComplyTrack NextGen & Verifield Risk and Compliance product suites which are designed to provide Incident Tracking, Risk Assessment, Risk Mitigation, Audit Management, Policy, Contracts and Vendor Management solutions with multi-source content integration, a custom Workflow and Rules Engine and a robust reporting capability with an integrated Cognos Reporting engine.

ComplyTrack NextGen is built for the Healthcare Compliance space in the US and Verifield is built for the Health, Safety & Environment (HSE) space in Europe. The platform and the products have multi-lingual support and are localizable as per the clients' needs, provide HIPAA compliant services to integrate with external Patient Financial Systems, 3<sup>rd</sup> Party Call Center applications for incident reporting and secure submission of EHR data. The products support both the Web and Mobile channels through responsive design and custom mobile applications, as needed, serving specific market needs.

- Hire & Manage a team of Interaction Designers & Researchers for the product design team.

- Responsible for the Information Architecture, Interaction Design, User Experience & Visual Design for the Platform and the ComplyTrack NextGen and Verifield product suites; 5 products in production, 1 product in Beta and 5 additional products in various stages of ideation & design for these two product suites.
- Work with the Executive Team and Product Management on defining the Product Strategy & Roadmap, contributing to the business cases, funding and budget requirements for the User Experience team.
- Conduct Lean Product Workshops to help identify the Vision & define the MVP product requirements.
- Conduct Design Workshops to flesh out the detailed product requirements with product management, architecture & development teams requiring regular travel to Tampa, New York, Boston, Belgium & Minsk.
- Responsible for all the design documentation and assets for the different stakeholders including Personas, Story Boards, User Journeys, Task & Process Flows, Empathy Maps, User Interface Specifications, Pattern Libraries & Style Guides.
- Responsible for User Research & Usability Testing for the platform capabilities and the product suites; remote and onsite moderated usability testing.
- Extensive use of whiteboards, paper prototyping, low-fidelity wireframes, clickable prototypes & high-fidelity visual design comps in addition to detailed User Interface Specifications to guide the product managers, development and QA teams on the expected product experience.
- Collaborate with Product Management, Business Analysts, QA & Development to gather Requirements, document UI Specifications, and define Patterns & Design Standards and Visual Design Guidelines.
- Collaborate with the development & architecture to identify UI Libraries and frameworks.

#### User Experience Strategist & Manager (December 2008 – July 2013)

JPMorgan Chase - New York, NY

Responsible for User Experience Strategy, Information Architecture, Interaction Design & Usability Testing for the next generation JPMorgan ACCESS platform.

- Interaction Design, Information Architecture, User Experience & Usability.
- Lead the User Experience Design team of 18 Senior Experience Designers, Researchers, UI Developers and Visual Designers responsible for designing Portal and Global services infrastructure for the application.
- Lead the User Experience Standards team to define, document and enforcing Design, Pattern & Interaction Standards.
- Lead User Acceptance Team for validation of application implementation for each production release.
- Collaborate with User Experience Design Leads & Senior Management to define and implement processes to manage the application design lifecycle across parallel releases.
- Manage multiple parallel application releases throughout the requirements gathering, conceptualization, design, documentation and implementation phases.
- Collaborate with business sponsors, business analysts, development teams and project management to gather Business Requirements, define User Interface Specifications and contribute to design documentation based on business requirements.
- Manage definition and documentation of User Interface Specifications for designed functionality.

#### Information Architect/Senior User Experience Designer (October 2005 – November 2008)

Marsh Inc. - Hoboken, NJ

Responsible for interaction design, information architecture, visual design, patterns & standards, visual design and HTML/CSS/JavaScript Prototype for the Marsh Opportunity Management System, Marsh Policy Checking, Marsh Automobile Insurance Call Center, Marsh Benefits Enrollment and many other internal web applications and sites.

- Collaborate with business sponsors, business analysts, development teams and project management.
- Gather Requirements, document Functional Specifications, define the Information Architecture, Site Maps & User Interface Interactions, Wireframes, Task Flows and Process Flows.
- Conduct user research sessions, heuristic analysis and usability tests to aid in design and refinement of applications.
- Develop the HTML Prototypes, CSS, JavaScript functions and functional annotations.
- Collaborate with the User Experience designers from other projects to define the User Experience Standards for Marsh applications.

Various Positions and Clients (June 1995 – October 2005). United States, United Kingdom, India, Hong Kong.

July 2005 – October 2005 / Senior User Experience Designer. Standard & Poor's – New York, NY.

August 2004 – June 2005 / User Experience Design Team Lead. New Jersey Department of Personnel - Trenton, NJ.

May 2004 – August 2004 / Senior User Experience Designer. Automatic Data Processing (ADP) – Roseland, NJ.

August 2003 – April 2004 / Senior User Experience Designer/Developer. University of Pennsylvania (UPenn) – Philadelphia, PA.

September 2002 – July 2003 / User Experience Design Team Lead. GTECH UK Ltd. London, UK / Chennai, India

October 2000 – August 2002 / User Experience Designer/Developer. India, New York, New Jersey.

- *JohnBoone, Inc. - New York, NY. Corporate Website & Product eStore.*
- *Canon U.S.A. - Lake Success, NY. Canon Cameras Website and Product Websites for the PowerShot & EOS 1D Cameras.*
- *Orion Systems Integrators Inc. - Edison, NJ / Mumbai, India. Corporate Website*
- *Novara Comp Services – Westbury, NY. Various Websites and Web Applications.*

June 1995 – September 2000 / User Experience Designer/Developer. India, Hong Kong

- *Lunarmech Maschinenfabrik Limited. (Mumbai, India)*
- *Digital Media Creations – Mumbai, India*
- *Baan International B.V. (Mumbai, India)*
- *Ultimedia Private Limited - Mumbai, India*
- *Indian Electrical and Electronics Manufacturers' Association (Mumbai, India)*
- *Marquis & Tapers (H.K.). (Hong Kong)*
- *Sam International (H. K.) (Hong Kong)*
- *Melstar India Private Limited (Mumbai, India)*

## Education

Business Management. NMIMS. Bombay, India (1998)

Bachelors in Mechanical Engineering. LTIT. Bombay, India (1995)